

Assignment

Persona: Paula the production manager

a.) For production managers who need to measure the success of their actions to avoid quality issues, Quality Tracker is an analysis tool and tracker that identifies key quality issues, helps categorizing them and keeps track of the results of actions taken. Unlike various stand-alone systems that don't supply the right information easily, our product is easy to use, identifies the right information and can be adapted to specific needs.

b.) Quality issues in production are difficult to deal with. At T-door there are no statistics to start with. So anyone trying to improve quality works with his own system which is mostly dealing with issues individually without a concept. The persona I am concentrating on is Paula the production manager.

Sprint charter

We validated their existence (production managers) by a Google Adwords campaign. Their point of view was evaluated by a set of interviews that we did with only four different production managers. These gave us important insights that we wish to validate within our first sprint. The same is the case for their problem scenarios. First step was a google Adwords campaign and then interview with the first set of production managers. Further validation of their problems has to come through the first

Persona and Problem scenario sprint.

What general population(s) and

We want to learn how production managers deal with quality issues in the field. We want to see whether they have issues knowing who caused the mistake, how much money was involved and if they know what customers see as the most

problems do we want to learn about?	important problems.
What do we want to do with what we learn?	We would like to understand the various types of problems determining the most important problems to use software to structure, categorise them and to help solving them.
What screener did we use for subjects?	How much time do you spend solving problems that are a result of quality issues in your production per week such as claim handling or faulty process that cause quality issues? (Less than 1 hour, between 1 and five hours, more than five hours)
Where did we recruit subjects?	We recruited subjects on a conference for production managers. The conference is dealing with best practices to visualise quality issues like quality boards. We are setting up a booth with a table, give participants 20\$ to take part in the interviews and take them in mailing list and database for later updates.
Where is the working document for personas and notes?	The working documents will be in shared google doc templates and these can be found in a drop box that everybody has access to. Every individual is asked to make a copy of the templates and name them including the date, team and version that they used. Everyone will store these documents in folders. After each day there is also a picture of the learning board (post-its and sticker dots) that teams can access to share the learnings.
What existing work should participants review in advance?	The participants should use the interview guide that the teams have developed together and know the hypotheses.
What is the convention for adding work to the document?¹	For each change to the document make sure that you save the document under a new version so that changes can be easily identified. Add your initials to see who has done the changes and save the documents in the shared drop box, so everyone has access to them.

Notes by Day

The purpose of this item is to provide a simple place where you can reference key information by day.

Monday	Tuesday	Wednesday	Thursday	Friday
<p>9.00 - 10.00 Concept and Warmup: Get to know your team partners (tool: introduce yourselves and then your partner to the group) goal of the sprint (post-it) overview of the week (slides) Post-its questions (post-it)</p> <p>10.00 - 10.30 Converge persona: Share drafts of persona (group drafts, post-it) highlight questions we have (flip chart) Problem scenarios: Share ideas about problems that production managers face (post-it, sticker dots)</p> <p>10.30 - 10.40 Break</p> <p>10.40 - 10.50 Pair up Divvy Out Persona (post-its and template I ...</p>	<p>8.30 - 9.00 Set up of booth and preparation for interviews at conference</p> <p>9.00 - 12.00 Interviewing Part I</p> <p>12.00 - 12.30 Share first insights and possible re-design interview if necessary.</p> <p>Always work in pairs. One is interviewing while one is taking notes that describe insights and questions. Note those on a google doc for everyone to share insights.</p>	<p>see Tuesday</p>	<p>see Tuesday</p>	<p>9.00 - 9.10 Pick Top Problem Scenarios (google docs)</p> <p>9.10 - 9.40 Pair problems with propositions (post-its wide)</p> <p>9.40 -10.00 Voting and discuss (Sticker dots)</p> <p>10.00 - 10.15 Break</p> <p>10.15 - 10.25 Pair up and divvy out (Google doch template)</p> <p>10.25 - 10.45 Draft epics (template)</p> <p>10.45 - 10.55 Present and Compare (Template)</p> <p>10.55 - 11.05 Converge (Template)</p> <p>11.05 - 11.20 Pair presentations</p> <p>11.20 - 11.35 Draft storyboards in pairs</p>

<p>want to ... to derive benefit)</p> <p>10.50 - 10.55 Name and Photo (online)</p> <p>10.55 - 11.10 Draft persona (google doc template)</p> <p>11.10 - 11.20 Group discussion on personas and note changes (flip chart)</p> <p>11.20 - 11.30 Draft think, feel, see, do (google docs)</p> <p>11.30 - 11.40 Group discussion and note changes</p> <p>11.40 - 11.50 Draft problems scenarios and alternatives (google docs)</p> <p>11.50 - 12.00 Group discussion and note changes</p> <p>12.00 - 12.20 Converge personas and problem scenarios (google docs)</p> <p>12.20 - 13.20 Lunch and spill over time.</p>				<p>for converged epics (paper and pen)</p> <p>11.35 - 11.45 Review and compare and update (post-its)</p> <p>11.45 - 12.00 Pair presentations (Sticker dots)</p> <p>12.00 - 13.00 Lunch and Spillover time</p>
13.20 - 13.30	12.30 - 16.00	see Tuesday	13.00 - 13.10	13.00 - 13.30

<p>Introduce before and after story boards (slides) 13.30 - 13.40</p> <p>Draft storyboard for production managers (paper, pen and template situations) 13.40 - 14.00</p> <p>Show your storyboards and tell your team about it 14.00 - 14.05</p> <p>Divvy out persona and repair. Share different perspective (re pair) 14.05 - 14.25</p> <p>Draft persona questions (google docs) 14.25 - 14.45</p> <p>Mock Interview (google doc) 14.45 - 15.05</p> <p>Draft problem scenario questions (google docs) 15.05 - 15.25</p> <p>Mock Interview (google docs) 15.25 - 15.45</p> <p>Break 15.45 - 17.15</p> <p>Converge Work and Prepare for field work: Get iPads ready, create copies of interviews, prepare</p>	<p>Interviewing Part II 16.00 - 16.30</p> <p>Share insights</p>		<p>Write up, rank and post top learnings (post-its) 13.10 - 13.40</p> <p>Explain each learning to the group 13.40 - 14.00</p> <p>Vote on top learnings (sticker dots) 14.00 - 14.10</p> <p>Break 14.10 - 14.15</p> <p>Pair up 14.15 - 14.45</p> <p>Review Transcripts (google docs) 14.45 - 15.05</p> <p>Questions (google docs) 15.05 - 15.15</p> <p>Clean up transcripts (Google docs) 15.15 - 15.25</p> <p>Divvy out personas (Google docs) 15.25 - 16.05</p> <p>Revise (Google docs) 16.05 - 16.15</p> <p>Break 16.15 - 16.25</p> <p>Divvy out problems scenarios (google docs) 16.25 - 17.00</p> <p>Revise</p>	<p>Draft child stories and test (template) 13.30 - 13.45</p> <p>Peer discussion 13.45 - 14.05</p> <p>Peer conversion epics, child stories and test cases (Template) 14.05 - 14.25</p> <p>Group review and discussion 14.25 - 14.35</p> <p>Break 14.35 - 15.00</p> <p>Find patterns and comparables (websites that work similar, etc.) 15.00 - 15.45</p> <p>Presentation and discussion 15.45 - 16.15</p> <p>Draft wireframes 16.15 - 16.45</p> <p>Presentation and discussion</p>
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cameras, pair up and define roles for interviews.			(Google docs)	
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The Motivation Sprint

Sprint Charter

The validation of the basic value hypothesis is following the insights from our first sprint. We have shared the ideas (see agenda above) and shared the insights later.

What is the basic value hypothesis (or hypotheses) we're testing?	<p>There is a persona called Paula the production manager and she has trouble identifying the biggest and most relevant quality issues in her production in order to derive the most plausible actions to lower the claim rate. They are currently trying to solve problems individually or use handcrafted statistics that try to answer their questions since the standard output from their SAP ERP system does not cover that information need.</p> <p>If we create an app that identifies and categorises quality issues in production, production managers will use it to derive actions from it that will drop the claim rate.</p>
What do we want to do with what we learn?	<p>We want to learn what categories of information like origin of the mistake, who caused it, cost involved, importance to customer, etc. Are valuable to production managers.</p>
Where is the working document for assumptions and experiments?	<p>The working documents will be in shared google doc templates and these can be found in a drop box that everybody has access to. Every individual is asked to make a copy of the templates and name them including the date, team and version that they used. Everyone will store these documents in folders. After each day there is also a picture of the learning board (post-its and sticker dots) that teams can access to share the learnings.</p>
What existing work should	<p>Participants should review a working draft of the current assumptions that will be available as a google doc.</p>

participants review in advance?	
What is the convention for adding work to the document? ¹	For each change to the document make sure that you save the document under a new version so that changes can be easily identified. Add your initials to see who has done the changes and save the documents in the shared drop box, so everyone has access to them.

Notes by Day

Monday	Tuesday	Wednesday	Thursday	Friday
9.00 - 9.45 Concept and Warmup What do we want to achieve (post-its) slides 9.45 - 9.50 Explain AIDAOR and storyboards (slides) 9.50 - 10.00 Draft storyboards 10.00 - 10.30 Share storyboards across the room (Screen share) 10.30 - 10.45 Break	experiments	experiments	experiments	9.00 - 9.05 Create pairs 9.05 - 9.35 Review (other's) results (Google docs) 9.35 - 10.00 Discuss 10.00 - 10.15 Time for additional notes and revisions 10.15 - 10.25 Pair up, divvy out propositions (Google doc template) 10.25 - 10.45

10.45 - 11.15 Draft assumptions (Google docs) 11.15 - 11.25 Peer discussion 11.25 - 11.30 Converge (Google docs) 11.30 - 11.50 Around the room on assumption 11.50 - 13.00 Lunch and Spill-over				Draft epics (Ditto) 10.45 - 10.55 Present and compare 10.55 - 11.05 Converge 11.05 - 11.20 Pair presentation 11.20 - 11.35 Draft storyboards (in pairs for converged epics) (Paper and pencil) 11.35 - 11.45 Review, compare and update 11.45 - 12.00 Pair presentation 12.00 - 13.00 Lunch and spillover
13.00 - 13.05 Divvy assumptions Pair (Google docs) 13.05 - 13.20 For each assumption, Notes on each MVP approach (Ditto) 13.20 - 13.35 Peer discuss and converge	experiments	experiments	experiments	13.00 - 13.30 Draft child stories, test 13.30 - 13.45 Let peer read and discuss 13.45 - 14.05 Peer converge epics and child stories and test 14.05 - 14.25 Group review and discussion

(Ditto) 13.35 - 13.45 Post on Wall, present, vote and discuss 13.45 - 13.55 Let peer read and discuss (Post-its) 13.55 - 14.15 Vote and discuss (Sticker dots) 14.15 - 14.30 Break 14.30 - 16.00 Repeat process from 13.00 - 14.15 16.00 - 17.00 Create tasks, assign tasks, create game plan (Trello, etc)				14.25 - 14.35 Break 14.35 - 15.05 Find partners and comparables 15.05 - 16.00 Presentation and discussions: around the room 16.00 - 16.30 Draft wire frames 16.30 - 17.00 Presentation and discussion: around the room
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The Usability Sprint

Sprint Charter

The basic UIs have been validated by using a concierge method to validate the importance to the user. We have created a set of sliders and then observed the user's reaction to them.

What are the user stories we're working?	<p>As Paula the production manager I want to identify key problems so that I can define the most relevant fields of action.</p> <p>As a production manager I want to monitor the success of my colleagues' actions so that I can evaluate their success.</p> <p>I want to know the department that caused the mistake so I can direct the right people.</p> <p>I want to know the costs that were involved to cure the mistake so that I can focus on expensive mistakes.</p> <p>I want to know the number of products that were damaged in relation to the complete output of this product so that I can see problems in a product line.</p> <p>I want to know what results my foremen have achieved so that I have a rational basis to talk to them.</p>
What do we want to do with what we learn?	<p>We would like to understand what categories matter the most to production managers. So we would like to understand whether our current UI approach is understandable, i.e. Do the users click at the right field and understand what icon means what (track their mouse movement).</p>
Where is the working document for assumptions and experiment	<p>The working documents will be in shared google doc templates and these can be found in a drop box that everybody has access to. Every individual is asked to make a copy of the templates and name them including the date, team and version that they used. Everyone will store these documents in folders. After each day there is also a picture of the learning board (post-its and sticker dots) that teams can access to share the learnings.</p>

s?	
What existing work should participants review in advance?	Participants have to make themselves familiar with the existing UIs and the mockups. And, of course, have to review the persona, the problem scenario, and the results of the motivation sprint.
What is the convention for adding work to the document? 1	For each change to the document make sure that you save the document under a new version so that changes can be easily identified. Add your initials to see who has done the changes and save the documents in the shared drop box, so everyone has access to them.

Notes by Day

Monday	Tuesday	Wednesday	Thursday	Friday
9.00 - 10.00 Concepts and Warmups, Exercises and Questions (slides) 10.00 - 10.20 Vote on Stories and Discuss (Post-its and Sticker dots) 10.20 - 11.00 As a group write focal	9.00 - 10.00 Dry runs (With subjects) 10.00 - 12.00 Divvy out revisions, complete (Google doc/test plan/mock up) 12.00 - 13.00 Lunch and spillover	9.00 - 10.00 Dry runs (With subjects) 10.00 - 12.00 Divvy out revisions, complete (Google doc/test plan/mock up) 12.00 - 13.00 Lunch and spillover	9.00 - 9.10 Post top insights (Post its) 9.10 - 9.50 Vote, discuss fixes (Sticker dots) 9.50 - 10.00 Decide on fixes, Divvy out tasks (Google docs and	9.00 - 12.00 Running test plans (Google doc and mockups) 12.00 - 13.00 Lunch and spillover time

assumptions. (Google doc templates) 11.00 - 11.10 Break 11.10 - 11.20 Serialise epics (post-its) 11.20 - 11.25 Pair and divvy out 11.25 - 11.50 Draft test plan items (google doc template) 11.50 - 12.10 Pairs review and converge (Google doc template) 12.10 - 12.30 Around the room (Screen share) 12.30 - 13.30 Lunch and spillover time	13.00 - ? Running test with test subjects (Ditto)	13.00 - ? Running test with test subjects (Ditto)	mockups) 10.00 - 11.00 Revise test plan 11.00 - 11.10 Break 11.10 - 12.00 Re-test 12.00 - 13.00 Lunch and spillover	
13.30 - 14.00 Revisions to test plan (Google docs) 14.00 - 14.45 Pairs review comparables (Google docs)	s.a.	s.a.	13.00 - ? Running test plan	13.00 - 13.10 Post top learnings (Post its) 13.10 - 13.40 Vote and discuss (Sticker dots) 13.40 - 14.20

14.45 - 15.00 Around the room (Screen share) 15.00 - 15.10 Break 15.10 - 15.40 Pairs draft wire frames (Balsamic, google doc) 15.40 - 15.55 Pairs review, converge (Ditto) 15.55 - 16.10 Around the room (Screen share) 16.10 - 17.10 Team converges into test plans (Balsamiq, google docs)				Assign peers and review notes (Google docs) 14.20 - 14.40 Discussion and updates (Google docs) 14.40 - 14.50 Break 14.50 - 16.00 Divvy out revisions, Update, discuss (Google doc) 16.00 - 17.00 Review and prepare next steps.
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The Architecture Sprint

Sprint Charter

After the usability sprint has helped us to get a clearer picture of the user, we have drafted user stories and storyboards as well as child stories.

What are the personas and user	As Paula the production manager I want to identify key problems so that I can define the most relevant fields of action. As a production manager I want to monitor the success of my colleagues' actions so that I can evaluate their success.
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stories we're working?	<p>I want to know the department that caused the mistake so I can direct the right people.</p> <p>I want to know the costs that were involved to cure the mistake so that I can focus on expensive mistakes.</p> <p>I want to know the number of products that were damaged in relation to the complete output of this product so that I can see problems in a product line.</p> <p>I want to know what results my foremen have achieved so that I have a rational basis to talk to them.</p> <p>We will be evaluation the same set of user stories provided that we haven't adapted them during the previous sprints.</p>
Where is the working document for assumptions and review?	<p>The working documents will be in shared google doc templates and these can be found in a drop box that everybody has access to. Every individual is asked to make a copy of the templates and name them including the date, team and version that they used. Everyone will store these documents in folders. After each day there is also a picture of the learning board (post-its and sticker dots) that teams can access to share the learnings.</p>
What existing work should participants review in advance?	<p>Participants have to make themselves familiar with the existing UIs and the mockups. And, of course, have to review the persona, the problem scenario, and the results of the motivation sprint.</p>
What is the convention for adding work to the document? 1	<p>For each change to the document make sure that you save the document under a new version so that changes can be easily identified. Add your initials to see who has done the changes and save the documents in the shared drop box, so everyone has access to them</p>

Next Steps

Hypothesis/Sprint topic	Validation notes
<p>PERSONA & PROBLEM HYPOTHESES</p> <p>Describe (briefly) your persona(s) and how you've validated their existence and point of view.</p> <p>Describe (briefly) your personas' problem scenarios and how you've tested and validated their importance.</p>	<p>see also above in the relevant sprint (persona in detail and problem scenario)</p> <p>Production managers that deal with quality issues in production are a common persona that can be validated by checking online career portals like step stone. Also you can derive from agendas of conferences for production managers their key problems</p> <p>Production managers find it difficult to know which problems that their foremen address are vital, there is also a number of different perspectives (marketing, etc.) that can have an impact on the importance of the data that needs to be reviewed. We have validated the importance by doing a google Adwords campaign.</p>
<p>VALUE HYPOTHESIS (from Motivation Sprint or related activities)</p> <p>Describe your core value hypothesis (If we [do something] for [target persona] they will [respond in a certain way]) and how you've validated it.</p>	<p>see also above in the relevant sprint</p> <p>If we create an app that identifies and categorises quality issues in production, production managers will use it to derive actions from it that will drop the claim rate.</p> <p>We have validated the hypothesis by setting up a kickstarter project where interested users had to sign up.</p>
<p>USABILITY HYPOTHESIS</p> <p>Describe your key user stories and how you've validated the interfaces you're using.</p>	<p>see also above in the sprint (user stories)</p> <p>We have created mockups that were tested with users. The method used was concierge to understand the user best.</p>
<p>ARCHITECTURE HYPOTHESIS</p> <p>Describe the key epics you want to implement, the functional blocks they require (ex: a user-editable calendar) and how you've validated</p>	<p>see also in the sprint above (epics)</p> <p>We will need to give the user a choice to select the right information for him and process it in a graphical way. Therefore we will need a selection</p>

your architecture choices.	screen with the selectable KPIs and a selection screen for ways to visualise the results. Results need to be sent from the app and also extract sending must be possible. These architecture choices were tested with mockups and again concierge was the method of choice.
The next sprint should be...	Because ...
The next sprint will be a motivation sprint.	We once we have set up the app we have new users that can give us important information to understand what is really valuable to the users. We will have to make our app more valuable and easier to use, so the first sprint will be a motivation one followed by a usability sprint.